**Name**

**Address**

**Email**

**Mobile number**

**LinkedIn Profile**

**PROFESSIONAL PROFILE (SUPERMARKET ASSISTANT)**

I am customer oriented and a team player who works enthusiastically to achieve targets and assist others whilst working in a busy environment. I am committed to ensuring that tasks are completed on time and to high standards. I am reliable, detail orientated, a fast learner and hard working with excellent interpersonal skills. Effectively working on my own initiative to meet deadlines in a demanding work environment. I am dedicated to continuous improvement both personally and professionally. I am fluent in xxxx with conversational xxxx

**EDUCATION**

Qualification Name School/College Year

**WORK EXPERIENCE**

Company Name  Job Title Year

Xxx Customer Service e.g 2019 to 2021

**COMPETENCIES**

**Supermarket Assistant Expertise**

* Provide an outstanding retail experience, always ensuring service, quality and consistency.
* Ensure all customers know who to go to and are given a warm welcome and a first-class service.
* Actively promote identified brand leaders and help to create an excellent shopping experience.
* Recognise dissatisfaction and deal with complaints speedily and with empathy empowering a problem resolving team, resulting in customer satisfaction and improvement to the overall customer experience.
* Ensure a robust knowledge of all products provided, identifying all secondary spend opportunities and retail experience improvements.
* Always strive for excellence, whether that I am serving at the checkout, replenishing the stock, building displays, cleaning, or any other task.

**Talent Development and People Management**

* Managed a team of xxx supermarket service professionals
* Train, mentor and manage the xxx, xxx in the unit.
* Provide assistance to colleagues and customers.
* Interviewing, recruiting, and effectively managing and leading personnel.
* Organize and collaboratively manage effective output from supermarket service teams and ensure delivery of reports such as the xxx, xxx and xxx
* Resolve problems and ensure compliance with prescribed organisational procedures.

**Administrative Skills**

* Excellent use of Microsoft Word, Excel, PowerPoint.
* General administrative and clerical skills including mailing, scanning, faxing and copying.
* Experienced in electronic and hard copy filing systems.
* Schedule and coordinate customer bookings and appointments.
* Sort and distribute incoming correspondence.

**Communication Skills/ Teamwork/Client Focus**

* Productive relationship with clients and colleagues with the ability to liaise with stakeholders at all levels.
* Build professional and enduring relationships with customers ensuring repeat business.
* Always working closely with customers to resolve issues to their satisfaction.
* I have experience in persuading and negotiating with clients and those we desire to collaborate with in new initiatives.

**Problem Solving**

* An ability to identify and seek out people more skilled than I to further assist solving a problem when I may not have the best knowledge/ability to do so.

**Personal Interests and Achievements**

* xxxxxxx

***References available upon request***